SMS/800

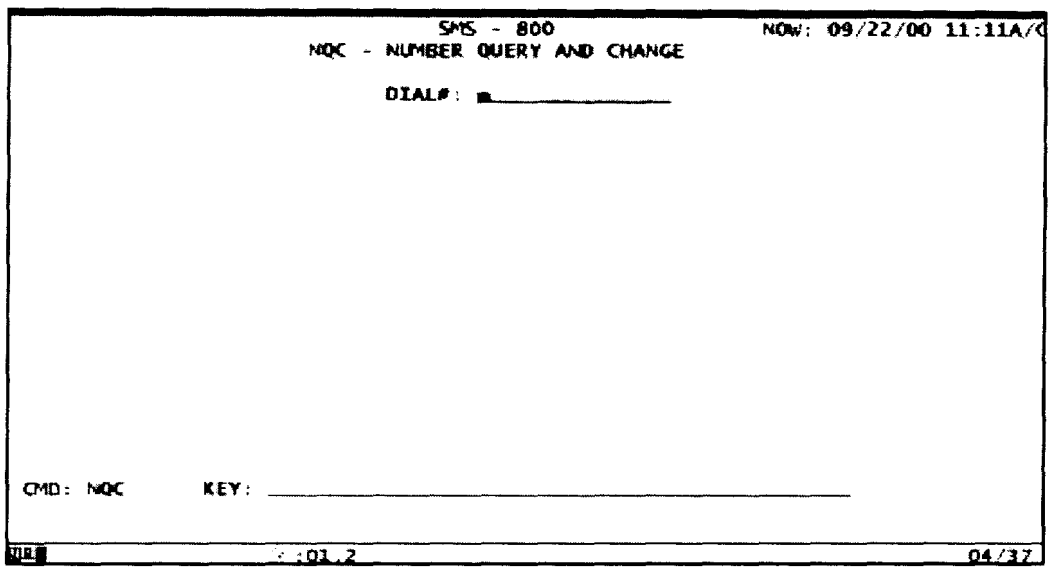

Figure 3
Number Query and Change (NQC) screen.

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SMS/800

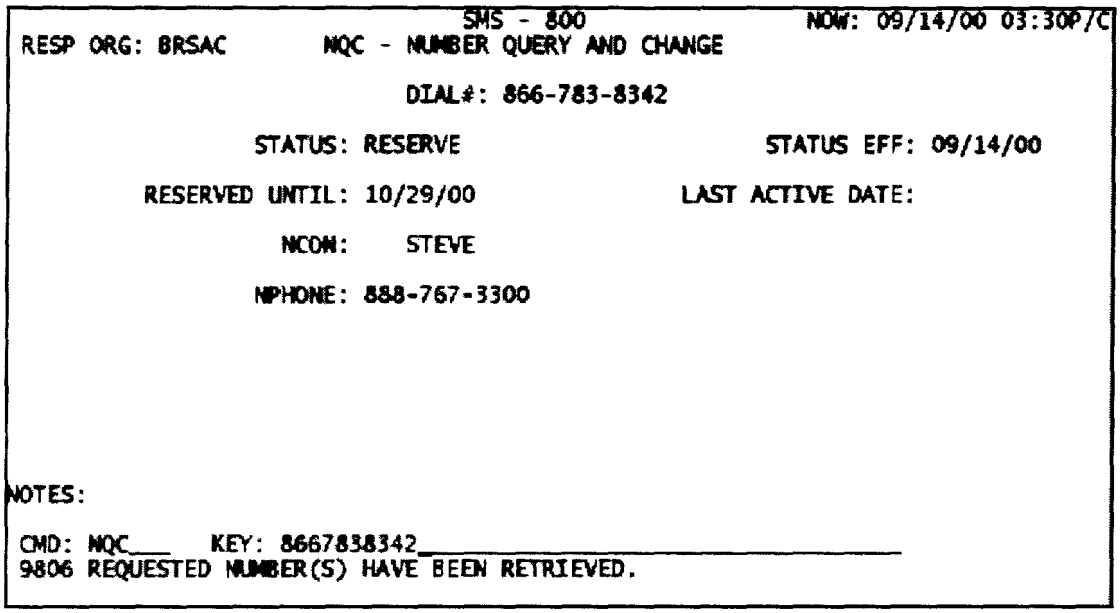

Figure 4
Number Query and Change (NQC) screen after successful query.

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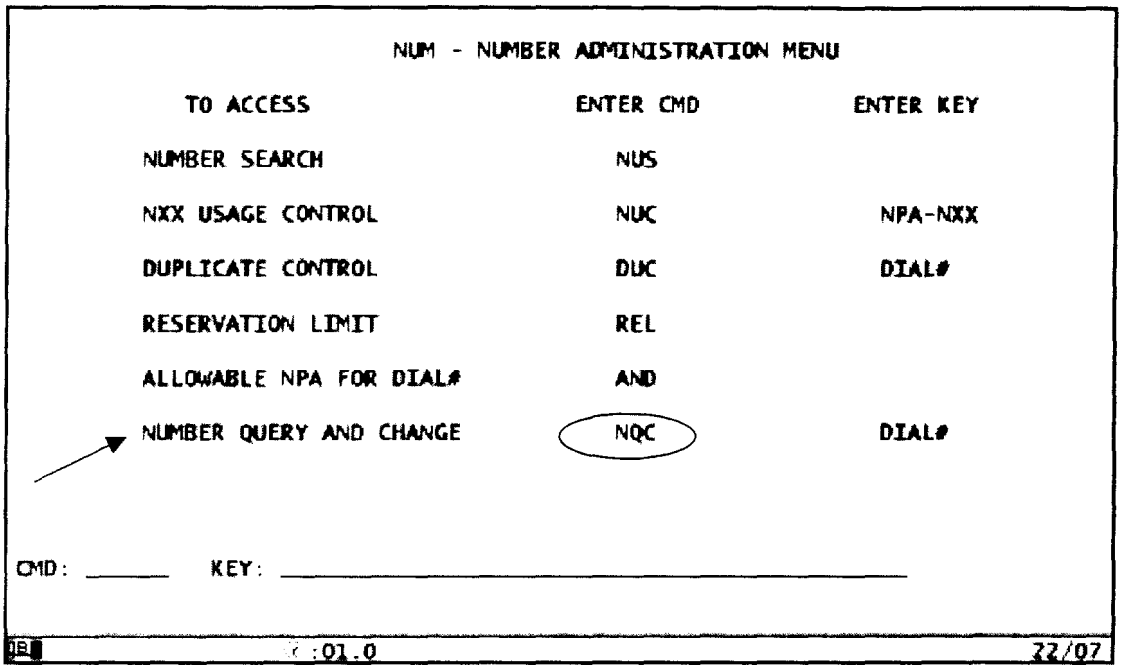

Figure 5
NUM (Number Administration Menu)

Fundamental Rules for NQC

- Allowable entries in the DIAL# field:
  - 10 digits
  - 3 digits followed by 7 alphas or alpha numerics
  - 10 alpha numbers + a state code and dashes or spaces appropriately placed
- Wildcard values (& or *) are not allowed.
- Before a user can make a change to a number, they must first do a query.
- The first 3 characters of the DIAL# must be valid digits and valid NPA.
- If the number entered is a duplicate, the state code must be entered.

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- An RCC number cannot be queried via the NQC screen as there is no number administration record.
- The Last Active Date, if found, will be returned if the number is Spare or if it is Reserved and controlled by the requesting Resp Org.
- The Resp Org field on the NQC will not be populated when the number status is equal to Spare. See figure 6.

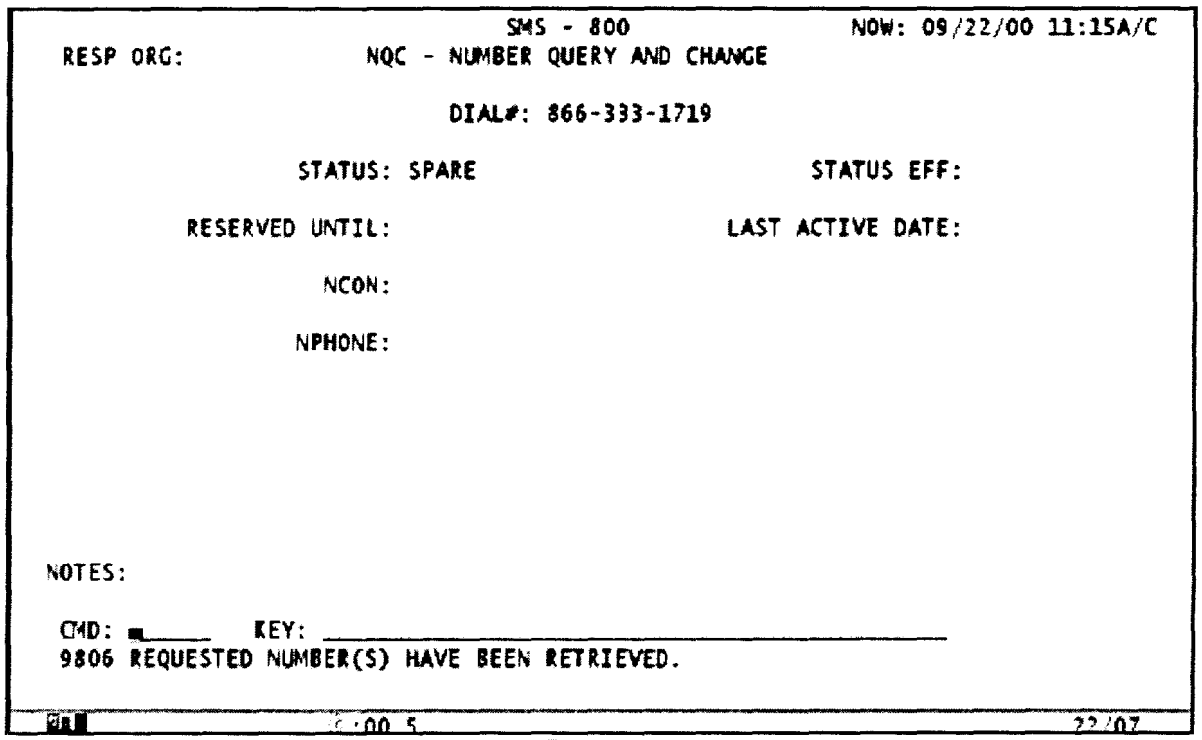

Figure 6
NQC Screen for Spare Number

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SMS/800

Graphical User Interface (GUI) Changes

GUI Search and Reservation Changes

- The ability to return multiple numbers that were just reserved, back to Spare with a single command has been removed.
- Changes to a Reserved or Transitional number, including returning the number to 'spare', will be done on one number at a time, following a 'get info'.
- A number status field has been added to the Reserved Number List Window that will be populated when the 'Get Info' button is pressed.

Search and Reserve Request

- Following a search & reserve request for one or more specific numbers, each number specified and the status of the number will be populated in the Search Request section of the NUS window possible status values (see figure 7):
  - WAITING – The number is being reserved for the requesting user.
  - INUSE – The number was not Spare.
  - ONHOLD – The number is in pre-reservation state for another user or in a waiting status for another user.
- At the same time, numbers with a status of WAITING will be added to the Reserved Number List.
- If none of the specific numbers specified in the search & reserve request could be submitted for reservation for the requesting user, the numbers in the Search Results section will be displayed with the appropriate progress status of ONHOLD or INUSE.
- Following a Search & Reserve request for 1 to 10 random numbers, only the numbers that could be submitted for reservation for the requesting user will be displayed in the Search Results section of the NUS window with a status of WAITING and will be put on the Reserved Number List.
- A Search & Reserve request for 1 to 10 random numbers could result in no numbers found which would generate error '1417: The system could not find enough spare numbers for requested quantity'.

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SMS/800

New Check System Button

- The Return to Spare button has been replaced by the Check Status button and will be used to check numbers listed in the Search Results section with a status of 'WAITING'. See figure 7.
- When the Check Status button is pressed, the progress status in the Search Results field will be updated.
- If the number was successfully reserved, the Search Results status should equal RESERVED.
- If for some reason the number was not able to be reserved, the Search Results status will be changed to FAILED and the number should be removed from the Reserved Number List.
- When the Check Status button is pressed and all the numbers have a status indicator of something other than WAITING, the request has completed.

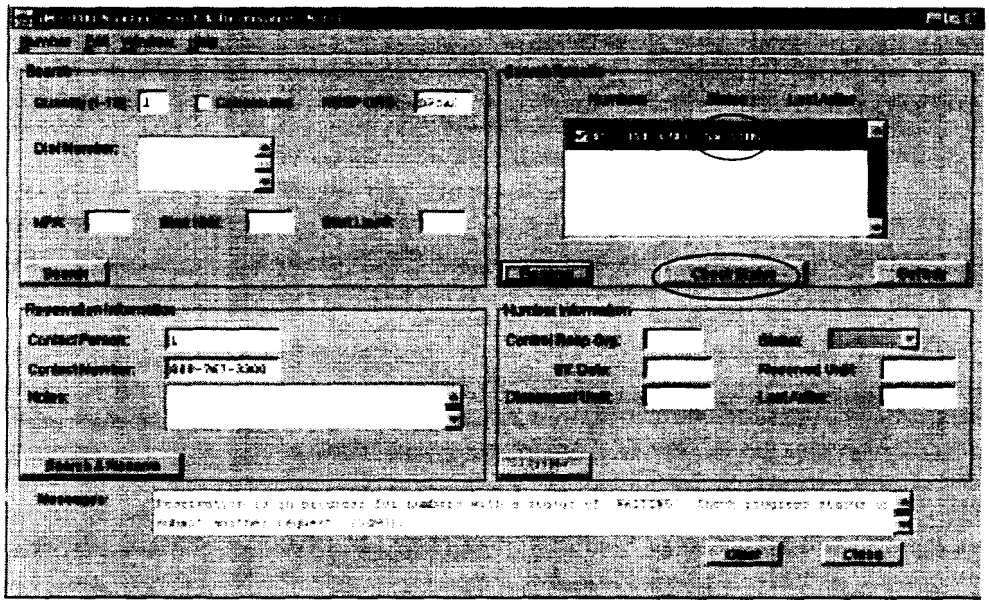

Figure 7
Status displayed after reservation.
Return to Spare button renamed to Check Status.

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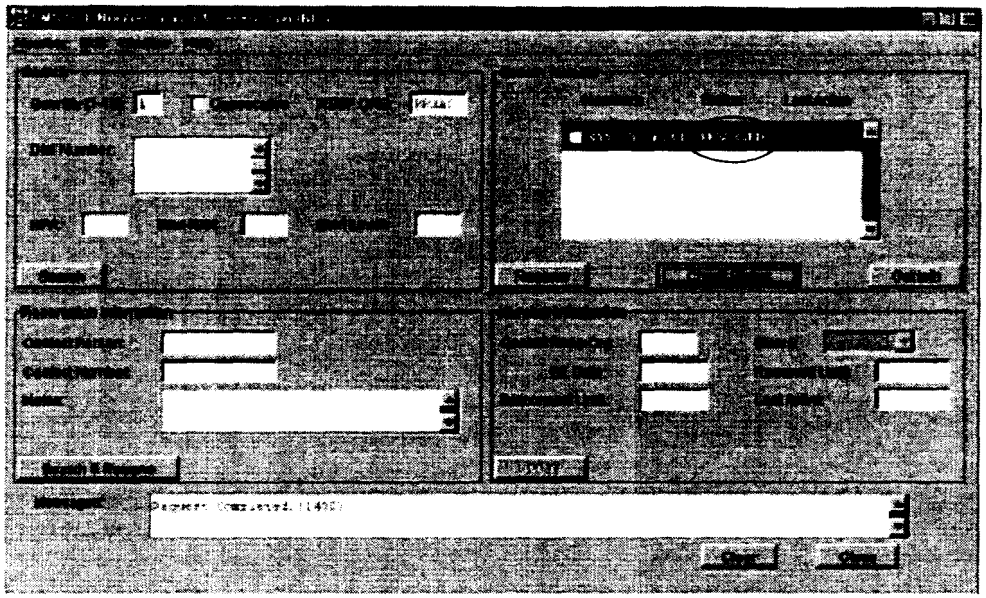

Figure 8
Status displayed after pressing Check Status Button.

Reserve Request Following a Search Request

- After a search was completed and the Reserve button was used to complete the update, the status for each number selected to be reserved (displayed in the Search Results section of the NUS window) will be changed from Spare to one of the following:
  - WAITING – The number is being reserved for the requesting user.
  - ONHOLD – The number is in a pre-reservation state for another user or in a waiting status for another user.
- Numbers with a status of WAITING will be put on the Reserved Number List. See figure 9.
- If all the numbers the user selected to reserve have a progress status of 'ONHOLD' the error "1493 Unable to process reservation request" will be generated.

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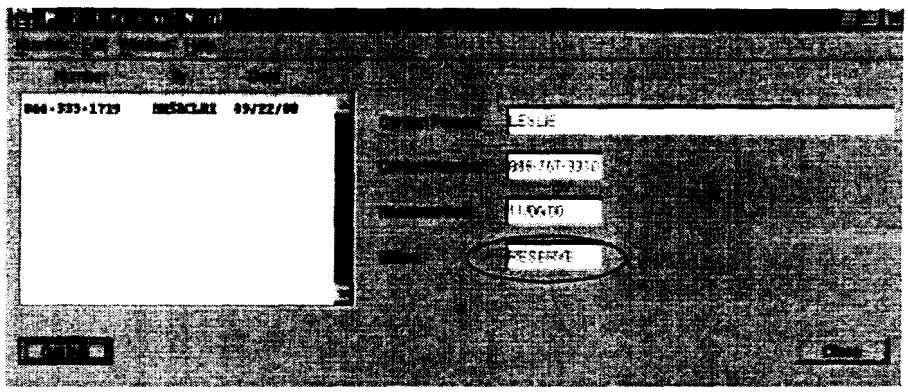

Figure 9
Status button added to the Reserved Number List window.

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SMS/800

Bulletin No.: SMS-00-199

Date: September 15, 2000

Subject: SMS/800 855 Stress Test and Release 11.2.x Industry Test Dates

SMS/800® will be hosting two industry wide stress tests. The first will be held on Thursday, October 12, 2000 and the second will be held on Tuesday, October 17, 2000. The test on Thursday, October 12, 2000 will begin at 2:00 PM (CDT). The test on Tuesday, October 17, 2000 will also begin at 2:00 PM (CDT) both test periods will last approximately one-hour. The tests will be performed in the SMS/800 Test Environment (IMSE0).

At 2:00 PM (CDT) on both dates, SMS/800 will open the 855-toll-free code in the SMS/800 Test Environment for Resp Orgs to reserve numbers as they would during a real code opening. During the test periods we are asking for Resp Org assistance in performing stress tests in preparation for the 855-code opening as well as to test the Release 11.2.x functionality. While Resp Orgs are performing their internal tests, SMS/800 will be monitored for various conditions that will include, "first-in, first out", and system response times.

All Resp Orgs who are interested in participating in the stress tests are asked to please contact the SMS/800 Help Desk via phone (888-SMS-3300, option 1) or e-mail (sms800hd@bismarck.sykes.com) to inform us of your interest and to identify the logon ids of your Resp Org's anticipated participants. Please indicate which date(s) you'd like to participate on.

Please remember that the testing will occur in the IMSE0 Test Environment. If you have not accessed the IMSE0 Test Environment before, you may need to have your password reset or created for this environment. Please do so before the start time of the stress test. Password resets and creation are handled by the SMS/800 Data Center at (888) SMS-3300, option 2. It is advised that all participants attempt to logon to IMSE0 well in advance of the event in order to ensure connectivity.

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SMS/800

To access IMSE0:

- Dial-up users will dial-in and select IMSE0 from the list of systems to access (the IMSE0 option is only available once a Resp Org has been pre-identified as a participant)
- On-line users will type in IMSE0 at the first SMS/800 logon screen
- GUI users will need to create a new VPN site (do not delete your existing VPN site)

To create a new VPN site:

- In the VPN client, create a site using IP address 216.60.184.17
- If you haven't used test GUI before, you will be in "new PIN".
- That means you'll have to enter just the 6 digits of you SecureID card when prompted. At that point, you will be prompted through setting up your PIN.
- The last thing to note is that you will access GUI in IMSE0 test with the address: http://wwt.sms800gui.com

We recommend that your Test PIN be made the same as your Production PIN. We also recommend that you set the "new PIN" in the Test Environment ahead of time.

At the end of the test windows we ask that you provide responses to the questions outlined on page 3 of this notice and return them to the SMS/800 Help Desk either by fax (701-255-9393) or via e-mail (sms800hd@bismarck.sykes.com).

A conference call bridge will be established during the test period for Resp Org to call into on the second test date, October 17, 2000. The conference call bridge number will be distributed in a separate CSB as soon as it is confirmed. Training information related to the 11.2.x Release will also be provided in a separate CSB.

We thank you in advance for your participation. If you have any questions, or are interested in participating in the stress tests, please contact the SMS/800 Help Desk at (888) SMS-3300, option 1.

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SMS/800

ATTN: SMS/800 Help Desk

1. How many users were logged on?

2. What were their logon ids?

3. Did any persons experience response time issues? If yes, please describe the issue and identify the logon id of the person who experienced it.

4. What toll-free number(s) where being searched or reserved at the time the issue was experienced?

5. Was the person utilizing search/reserve scripts?

6. How did you access SMS/800? Dial-up, Direct Connect, GUI.

7. Additional Comments:

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SMS/800

Bulletin No.: SMS-00-208

Date: September 28, 2000

Subject: Conference Call Bridge Number for the SMS/800 855 Stress Test and Release 11.2x Industry Test October 17, 2000.

SMS/800® will be hosting an industry wide stress test on Tuesday, October 17, 2000. The test will begin at 2:00 PM (CDT) and will last approximately one-hour. The test will be performed in the SMS/800 Test Environment (IMSE0). A conference call bridge has been set up from 2:00 PM (CDT) until 3:00 PM (CDT) at 800-203-0730 PIN 9437.

At 2:00 PM (CDT) on Tuesday, October 17, 2000, SMS/800 will open the 855-toll-free code in the SMS/800 Test Environment for Resp Orgs to reserve numbers as they would during a real code opening.

During the test period we are asking for Resp Org assistance in performing a stress test in preparation for the 855-code opening as well as to test the Release 11.2.x functionality. While Resp Orgs are performing their internal tests, SMS/800 will be monitored for various conditions that will include, "first-in, first out", and system response times.

There will also be a stress test performed on Thursday, October 12, 2000 beginning at 2:00 PM (CDT) for approximately an hour. There will not be a conference call bridge set up for this date. All Resp Orgs who are interested in participating in the stress tests are asked to please contact the SMS/800 Help Desk via phone (888-SMS-3300, option 1) or e-mail (sms800hd@bismarck.sykes.com) to inform us of your interest and to identify the logon ids of your Resp Org's anticipated participants. Please refer to CSB SMS-00-199 for further details of the SMS/800 855 Stress Test and Release 11.2x Industry Test.

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SMS/800

Bulletin No.: SMS-00-241

Date: October 24, 2000

Subject: SMS/800 Production Environment (IMSE1) Scheduled Downtime - Saturday, November 4, 2000

The SMS/800® Production Environment (IMSE1) will be taking a scheduled downtime on Saturday, November 4, 2000 for a six-hour period, from 12:01 AM (CST) until 6:00 AM (CST). Activities that will be included in this scheduled downtime are installation of Release 11.2.x, and SMS/800 database reorganizations.

Features that are included as a part of the 11.2.x Release and enhancements:

3270 Interface

- Adding the ability to search and reserve 1-10 specific or random numbers, with a single request.
- Addition of NQC (Number Query and Change) screen in 3270.

All Interfaces

- Increased efficiency and leveling of the playing field when reserving numbers with 3270, GUI and MGI.
- 3270/GUI terminals will be unlocked once the numbers being reserved via NUS are protected.
- Random (wildcard) search and reservation will be processed separately from the specific search and reservation requests.
- Query and change requests will be processed using a different transaction and different
- Message region than search and reservation requests.
- There will be a new transaction to be used by all types of users for a number search and reservation.

If you have any questions regarding this downtime please contact the SMS/800 Help Desk (888-SMS-3300, option 1).

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CERTIFICATE OF SERVICE

I, Tara M. Brooks, hereby certify that on this 16th day of November, 2000, copies of Comments of the SMT and DSMI on the Petitions for Emergency Relief of the Toll Free Number Coalition and The Toll Free Commerce Coalition were served upon the parties listed below by hand.

Federal Communications Commission	Dorothy Attwood Federal Communications Commission Common Carrier Bureau 445 12th Street, SW, Room 5-C450 Washington, D.C. 20554
	L. Charles Keller Federal Communications Commission Common Carrier Bureau Network Services Division 445 12th Street, SW, Room 6-A324 Washington, D.C. 20554
	Martin Schwimmer Federal Communications Commission Common Carrier Bureau Network Services Division 445 12th Street, SW, Suite 6-A336 Washington, D.C. 20554
Toll Free Number Coalition	Eric Fishman, Esq. Holland & Knight, LLP 2100 Pennsylvania Avenue, N.W. 4th Floor Washington, D.C. 20037
The Toll Free Commerce Coalition	Gregory W. Whiteaker Bennett & Bennett, PLLC 1000 Vermont Avenue, N.W. 10th Floor Washington, D.C. 20005
ITS, Inc.	ITS, Inc. 1231 20th Street, N.W. Washington, D.C. 20036

Tara M. Brooks